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INFOSYSTEMS MAGAZINE'S
1980 WORD PROCESSING
PERSONNEL SALARY AND EQUIPMENT SURVEY

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and Research Services

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1980 WORD PROCESSING
PERSONNEL SALARY AND EQUIPMENT SURVEY

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PURPOSE OF STUDY

The purpose of the study was to determine:

- what salaries are paid to word processing operation's personnel in seven different positions.
- how salaries may differ by industry, size of word processing budget and geographic area.
- to what extent word processing is used in-house versus at a service bureau, at a time-sharing service or only at other company locations.
- to what extent word processing is centralized into a WP Department or decentralized into user departments.
- how many are employed in word processing and in the total company.
- what the total annual budget is for the respondent company's word processing operation.
- how much of the word processing budget is allocated for personnel, equipment, software, supplies, outside WP services and other expenses.
- to whom the Manager of the Word Processing Department reports.
- how word processing is handled in each company, i.e., type of equipment used.
- if word processing equipment is used for remote communications, and if so, for what types.

SURVEY METHODOLOGY

A letter and questionnaire were mailed first-class to a random selection of 7,710 qualified subscribers of INFOSYSTEMS magazine. Only those individuals who are, or would be involved, in the purchasing or use of word processing equipment were selected. Only one individual per company location was chosen.

The respondents were not asked to identify themselves or their company so that all responses would be kept anonymous and confidential.

No incentive or inducement was promised or offered the recipients to the survey.

A sample copy of the letter and questionnaire used in the study are included in the appendix of this report.

SURVEY MAILING AND RETURN STATISTICS

The survey was mailed first-class on February 29, 1980. The returns were cut off for tabulating purposes on April 18, 1980.

The following summarizes the mailing and return statistics for the study.

Number of Questionnaires Mailed	7,710
Number of Questionnaires Returned	945
Percentage of Response	12.3%

SUMMARY OF RESULTS

SUMMARY OF RESULTS

Usage of word processing - Of the 945 respondents to the survey, 55.9% indicated that their company has a word processing operation at their location. Another 0.6% use a word processing service bureau and 1.1% use a time-sharing service while 2.3% have a word processing operation at other company locations. The remaining 40.1% answered negatively.

By industry, those showing a high incidence of using word processing in-house were insurance (83.8%), governmental agencies (federal, state, city) (79.8%), public utilities (73.1%) and advertising, printing and publishing (61.3%).

For more information, see pages 2 through 5 in the Survey Detail.

Companies having a "word processing department" - Of those who use word processing in-house, 44.7% stated they had a centralized word processing department while the remaining 55.3% did not (word processing was decentralized into user departments).

By industry, those in insurance had a centralized word processing department in 64.5% of the cases as did 64.1% of those in banking/financial.

See pages 6 through 9 for more detail.

Respondents' major type of business - The largest percentage of respondents (13.7%) classified themselves as educational with governmental agencies (federal, state, city) next with 11.5%. For more detail as to the percentage and number of respondents in the remaining 17 industry categories, see pages 10 through 12.

Number of employees who work in word processing versus the total employed in company - Among those using word processing in-house, the average number of employees involved in word processing was 14.3 compared to 2,998.5 employees in the whole company.

The largest percentage (28.8%) employed 1 to 2 employees in word processing while 22.0% employed 3 to 4 and 11.9% employed 5 to 6. The percentage of those employing 16 or more was 18.7%. The largest number reported was 1,000 or more (shown as 999 as three spaces were allowed on the questionnaire) while the median was four. If we eliminated this one high response of 999, the average drops from 14.3 to 12.2.

Company wise, the largest percentage of respondents (22.2%) reported having 1,000 to 4,999 employees. While the average employed in the company was 2,999 with one reporting 100,000 or more (shown as 99,999), the median was 365 employees.

The following shows the average number of employees involved in word processing and in the company by the size of their word processing budgets.

Size of Word Processing Budget	Average Number of Employees Involved In Word Processing	Average Number of Total Employees In Company
Under $10,000	2.2	946.3
$10,000 to $24,999	3.5	1,201.2
$25,000 to $49,999	4.1	1,007.7

continued.....

Size of Word Processing Budget	Average Number of Employees Involved In Word Processing	Average Number of Total Employees In Company
$50,000 to $99,999	8.7	2,284.0
$100,000 to $249,999	17.6	4,282.2
$250,000 and over	56.3	9,244.6
No answer	9.8	1,775.4
TOTAL	14.3	2,998.5

See pages 20 through 24 for more information.

Total annual budget for word processing - The respondents were asked to indicate what their company's total annual budget was for word processing (including personnel, equipment, supplies and services).

The following shows the results to this question among those using word processing in-house.

Size of Word Processing Budget	Percent
Under $10,000	13.3%
$10,000 to $24,999	20.7%
$25,000 to $49,999	16.5%
$50,000 to $99,999	19.5%
$100,000 to $249,999	16.3%
$250,000 and over	13.7%

The estimated average word processing budget was $101,625 (explained on page 26).

For more detail on budget sizes by industry, see pages 27 through 28.

Percentage of word processing budgets for personnel, equipment, software supplies, outside WP services and other - The following shows the percentage of respondents indicating that the following items are budgeted for and the average percentage that each represents among those using word processing in-house.

continued.....

	Percent Budgeting	Average Percent of Total Budget
Personnel	95.5%	57.4%
Equipment	93.7%	29.7%
Software	25.1%	2.9%
Supplies	82.6%	8.4%
Outside WP services	7.5%	0.4%
Other	12.9%	1.2%
TOTAL		100.0%

For more detail on the percentages budgeted by the size of the respondents' word processing budget, see page 33.

To whom the Manager of Word Processing reports - The following shows the percentage of respondents reporting as to whom the Manager of Word Processing reports.

Director/Manager of Administrative Services	29.9%
President, Owner, General Manager	15.2%
Director/Manager of Information Systems (MIS, etc.)	9.7%
Financial officer	8.8%
Director/Manager of Data Processing	7.6%
Manager of Secretarial Services	6.2%
Other	22.7%

For reporting relationships by size of word processing budget, see page 37. A listing of the "Other" titles mentioned, see pages 38 through 44.

How word processing is handled - The following shows the percentage of respondents reporting using the listed types of word processing equipment.

Stand-alone CRT/floppy disk system		53.9%
Mag card typewriter		35.3%
Shared logic, multi-work station CRT system		26.3%
Electronic memory typewriter		25.1%
with one-line display	8.5%	
with mag card	9.5%	
with floppy disk	12.0%	
In-house mini-computer with WP capabilities		15.4%
Mag tape typewriter		11.6%
In-house mainframe computer with WP capabilities		11.4%
Other		7.3%

For shared logic, multi-work station CRT systems, the average number of work stations used was nine and the average number of printers used was four.

Please see pages 47 through 51 for a list of the "Other" types of equipment mentioned.

continued.....

Usage of word processing equipment for remote communications - A total of 27.3% of those using word processing in-house reported that they use their word processing equipment for remote communications while 68.9% do not and 3.8% did not answer.

The types of remote communications used were for transmission of documents (16.9% of the total and 61.8% of those using remote communications), for transmission of data (13.4% and 49.3% respectively), for electronic mail/messages (10.8% and 39.6% respectively) and for "Other" remote communications (3.6% and 13.2% respectively).

For more information on the usage of remote communications by size of the respondents' word processing budget, see page 53.

A list of the "Other" remote communication uses is shown on pages 54 through 55.

Comments made by respondents - Eleven typed pages of comments concerning word processing and the survey appear on pages 57 through 67.

Salaries reported for seven word processing positions - The following shows the average salaries reported for the seven word processing positions studied.

Position	Average Salary Per Week
Manager of Word Processing	$404
Word Processing Supervisor	$296
WP Coordinator or Ass't. Mgr./Supervisor	$284
Word Processing Operator, Lead	$232
Senior	$211
Junior	$193
Proofreader	$226

For more detail on salaries by industry, size of word processing budget and geographic area, please see pages 68 through 73.

SURVEY DETAIL

1. Does your company have a word processing operation at this location?

(8)

1 ☐ Yes, in-house
2 ☐ Yes, use a word processing service bureau
3 ☐ Yes, use a time-sharing service
4 ☐ No, only at other company locations
5 ☐ No

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q1 USAGE OF WORD PROCESSING- IN TOTAL

	TOTAL
YES. IN-HOUSE	528 55.9
YES. USE A WORD PROCESSING SERVICE BUREAU	6 .6
YES. USE A TIME-SHARING SERVICE	10 1.1
NO. ONLY AT OTHER COMPANY LOCATIONS	22 2.3
NO	379 40.1
TOTAL	945 100.0

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q1 USAGE OF WORD PROCESSING- BY INDUSTRY

	YES, IN-HOUSE	YES, THROUGH SERVICE BUREAU	YES, USE A TIME-SHARING SERVICE	NO, ONLY AT OTHER COMPANY LOCATIONS	NO	TOTAL
ADVERTISING, PRINTING, PUBLISHING	19 61.3	-	1 3.2	1 3.2	10 32.3	31 100.0
BANKING, FINANCIAL	39 60.9	-	-	2 3.1	23 35.9	64 100.0
EDUCATIONAL	77 59.7	1 .8	3 2.3	2 1.6	46 35.7	129 100.0
ENGINEERING, CONSTRUCTION	14 58.3	-	-	-	10 41.7	24 100.0
GOVT'L, AGENCIES (FED.,STATE, CITY)	87 79.8	-	-	1 .9	21 19.3	109 100.0
HOSPITAL, HEALTH CARE	12 50.0	-	-	-	12 50.0	24 100.0
INSURANCE	31 83.8	-	-	-	6 16.2	37 100.0
PUBLIC UTILITIES	19 73.1	-	-	-	7 26.9	26 100.0
RETAIL SALES AND DISTRIBUTION	10 32.3	-	-	1 3.2	20 64.5	31 100.0
SERVICE-DATA PROCESSING	33 43.4	2 2.6	3 3.9	-	38 50.0	76 100.0
SERVICES-OTHER THAN DP	49 59.8	2 2.4	2 2.4	4 4.9	25 30.5	82 100.0

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q1 USAGE OF WORD PROCESSING- BY INDUSTRY

	YES, IN-HOUSE	YES, THROUGH SERVICE BUREAU	YES, USE A TIME-SHARING SERVICE	NO, ONLY AT OTHER COMPANY LOCATIONS	NO	TOTAL
TRANSPORTATION	6	-	-	1	10	17
	35.3			5.9	58.8	100.0
WHOLESALE SALES AND DISTRIBUTION	6	-	1	-	13	20
	30.0		5.0		65.0	100.0
OTHER	22	-	-	1	12	35
	62.9			2.9	34.3	100.0
MANUFACTURING						
ELECTRICAL	23	-	-	4	19	46
	50.0			8.7	41.3	100.0
FOOD, TOBACCO, DRUGS	13	-	-	-	9	22
	59.1				40.9	100.0
MACHINERY, METALS & PRODUCTS (HEAVY)	13	-	-	2	12	27
	48.1			7.4	44.4	100.0
MACHINERY, METALS & PRODUCTS (LIGHT)	13	-	-	1	22	36
	36.1			2.8	61.1	100.0
ALL OTHER MANUFACTURING	41	-	-	1	43	85
	48.2			1.2	50.6	100.0
NO ANSWER	1	1	-	1	21	24
	4.2	4.2		4.2	87.5	100.0
TOTAL	528	6	10	22	379	945
	55.9	.6	1.1	2.3	40.1	100.0

2. Does your company have a "word processing department"?

(9)
1 ☐ Yes
2 ☐ No

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q2 COMPANIES HAVING A WORD PROCESSING DEPARTMENT- BY USAGE OF WORD PROCESSING

BASE- THOSE USING WORD PROCESSING IN-HOUSE, THROUGH A SERVICE BUREAU OR A TIME-SHARING SERVICE

	USAGE OF WORD PROCESSING			
	YES, IN-HOUSE	YES, THROUGH SERVICE BUREAU	YES, USE A TIME-SHARING SERVICE	TOTAL
YES	236 44.7	1 16.7	2 20.0	239 43.9
NO	292 55.3	4 66.7	8 80.0	304 55.9
NO ANSWER	-	1 16.7	-	1 .2
TOTAL	528 100.0	6 100.0	10 100.0	544 100.0

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q2 COMPANIES HAVING A WORD PROCESSING DEPARTMENT- BY INDUSTRY

BASE- THOSE USING WORD PROCESSING IN-HOUSE, THROUGH A SERVICE BUREAU OR A TIME-SHARING SERVICE

	YES	NO	NO ANSWER	TOTAL
ADVERTISING, PRINTING, PUBLISHING	6 30.0	14 70.0	-	20 100.0
BANKING, FINANCIAL	25 64.1	14 35.9	-	39 100.0
EDUCATIONAL	36 44.4	45 55.6	-	81 100.0
ENGINEERING, CONSTRUCTION	8 57.1	6 42.9	-	14 100.0
GOVT'L, AGENCIES (FED.,STATE, CITY)	36 41.4	51 58.6	-	87 100.0
HOSPITAL, HEALTH CARE	4 33.3	8 66.7	-	12 100.0
INSURANCE	20 64.5	11 35.5	-	31 100.0
PUBLIC UTILITIES	10 52.6	9 47.4	-	19 100.0
RETAIL SALES AND DISTRIBUTION	2 20.0	8 80.0	-	10 100.0
SERVICE- DATA PROCESSING	12 31.6	26 68.4	-	38 100.0
SERVICES- OTHER THAN DP	23 43.4	30 56.6	-	53 100.0

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q2 COMPANIES HAVING A WORD PROCESSING DEPARTMENT- BY INDUSTRY

BASE- THOSE USING WORD PROCESSING IN-HOUSE, THROUGH A SERVICE BUREAU OR A TIME-SHARING SERVICE

	YES	NO	NO ANSWER	TOTAL
TRANSPORTATION	-	6 100.0	-	6 100.0
WHOLESALE SALES AND DISTRIBUTION	2 28.6	5 71.4	-	7 100.0
OTHER	12 54.5	10 45.5	-	22 100.0
MANUFACTURING				
ELECTRICAL	7 30.4	16 69.6	-	23 100.0
FOOD, TOBACCO, DRUGS	5 38.5	8 61.5	-	13 100.0
MACHINERY, METALS & PRODUCTS (HEAVY)	4 30.8	9 69.2	-	13 100.0
MACHINERY, METALS & PRODUCTS (LIGHT)	6 46.2	7 53.8	-	13 100.0
ALL OTHER MANUFACTURING	21 51.2	20 48.8	-	41 100.0
NO ANSWER	-	1 50.0	1 50.0	2 100.0
TOTAL	239 43.9	304 55.9	1 0.2	544 100.0

3. Which ONE industry BEST describes your company's major type of business?
("X" one box)

(10)

1☐ Advertising, Printing, Publishing
2☐ Banking, Financial
3☐ Educational
4☐ Engineering—Construction
5☐ Govt'l Agencies (Fed., State, City)
6☐ Hospital—Health Care
7☐ Insurance
8☐ Public Utilities
9☐ Retail Sales & Distribution
0☐ Service—Data Processing
.☐ Services—Other than D.P. (Describe below:)

_____

(11)

1☐ Transportation
2☐ Wholesale Sales & Distribution
3☐ Other (Describe below:)

_____

Manufacturing

4☐ Electrical
5☐ Food, Tobacco, Drugs
6☐ Machinery, Metals & Products (Heavy)
7☐ Machinery, Metals & Products (Light)
8☐ All Other Manufacturing

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q3 CLASSIFICATION OF RESPONDENTS BY INDUSTRY - IN TOTAL

	TOTAL
ADVERTISING, PRINTING, PUBLISHING	31 3.3
BANKING, FINANCIAL	64 6.8
EDUCATIONAL	129 13.7
ENGINEERING, CONSTRUCTION	24 2.5
GOVT'L. AGENCIES (FED., STATE, CITY)	109 11.5
HOSPITAL, HEALTH CARE	24 2.5
INSURANCE	37 3.9
PUBLIC UTILITIES	26 2.8
RETAIL SALES AND DISTRIBUTION	31 3.3
SERVICE- DATA PROCESSING	76 8.0
SERVICES- OTHER THAN DP	82 8.7
TRANSPORTATION	17 1.8
WHOLESALE SALES AND DISTRIBUTION	20 2.1

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q3 CLASSIFICATION OF RESPONDENTS BY INDUSTRY - IN TOTAL

	TOTAL
OTHER	35
	3.7
MANUFACTURING	
ELECTRICAL	46
	4.9
FOOD, TOBACCO, DRUGS	22
	2.3
MACHINERY, METALS & PRODUCTS (HEAVY)	27
	2.9
MACHINERY, METALS & PRODUCTS (LIGHT)	36
	3.8
ALL OTHER MANUFACTURING	85
	9.0
NO ANSWER	24
	2.5
TOTAL	945
	100.0

OTHER COMMENTS DESCRIBING
RESPONDENTS' MAJOR TYPE OF BUSINESS - BY THOSE
HAVING IN-HOUSE WORD PROCESSING OPERATION AT THEIR LOCATION

Research & Development (3)

CPA firm (2)

Business Consultants (2)

Public Accounting (2)

Independent R & D

Systems

Petroleum

Consulting

Industry Trade Association

Social Health & Welfare/Charity

Petro Chemical Refinery

Management Consultants

Communication (Broadcasting TV)

Word Processing

Overhaul Turbine Engines

Electronics R & D/Production

Environmental

OEM augmentation of the Royal Saudi Naval Services

Engineering Consulting

MIS Design & Development

Management Consulting; Tech Manual Production

Oil exploration, production and refining

Chemical and plastics manufacturing

Marketing Research - Office Equipment

Farm Co-operative

Auditing, Accounting, etc.

continued.....

Non-profit corporation doing research and development for U. S. Government (DOD and DOE)

Fund raising by direct mail

Direct Sale, Field Service and Software Support

Radio paging, radio telephone and telephone answering service

Mail order office management supplies

Government contractor

Janitorial

Computer System Development

Credit Reporting

Software, Turnkey Systems, Training Media and DP Services

Planning and Human Service Needs

Domestic Satellite Communications

Escrow

Accounting

Engineers, Architects and Planners office

Analytical

THOSE USING A WORD PROCESSING SERVICE BUREAU

Research

THOSE USING WORD PROCESSING TIME-SHARING SERVICE

Typesetting

Provide educational time-sharing

OTHER COMMENTS DESCRIBING
RESPONDENTS' MAJOR TYPE OF BUSINESS - BY THOSE
HAVING WORD PROCESSING OPERATION ONLY AT OTHER COMPANY LOCATIONS

Consulting to retailers

Research Data Processing and Word Processing

EDP systems consultants

Communications

OTHER COMMENTS DESCRIBING
RESPONDENTS' MAJOR TYPE OF BUSINESS - BY
THOSE NOT HAVING WORD PROCESSING AT THEIR LOCATION

Consulting (4)

CPA (4)

Management Consulting (2)

CPA firm (2)

Amusement park

Consultants

Broadcasting

Communications - TV

Restaurant/Motor Lodge

Microfilm

Consulting WP and DP

Software house

Resort

Private recreation facility

Lab services

Agri-Business - Feed Industry

Union Pension Funds, Health, etc.

Credit reporting

Microcomputer integrated with Data Processing

Wood products, plywood and lumber

Computer "DEM" - Equipment Management Systems

Agriculture

Consulting - Infosystems

Mining - rock & sand, Ready-Mix concrete

Consulting Service Architects/Engineering

Floraculture

continued.....

Q. 3 **Other Comments Describing Respondents' Major Type of Business - By Those Not Having Word Processing At Their Location (cont.)**

Specialty Chemicals & Government Systems

Consultants - Micrographics

Consultants - Engineering, Forestry and Municipal

Computerized Phototypesetting

Accounting and Software

Computer/Communications Consulting

4. How many employees are there in your company who work in word processing? How many total employees does your company have?

In Word Processing	Total in Company
(12 14)	(15 19)

INFOSYSTEMS® 1980 WORD PROCESSING SALARY SURVEY

Q4 NUMBER OF EMPLOYEES INVOLVED WITH WORD PROCESSING VS. TOTAL NUMBER OF EMPLOYEES IN COMPANY- BY SIZE OF WORD PROCESSING BUDGET

BASE - THOSE USING WORD PROCESSING IN-HOUSE

	UNDER $10 M	$10 M to $24 M	$25 M TO $49 M	$50 M TO $99 M	$100 M TO $249 M	$250 M AND OVER	NO ANSWER	TOTAL
AVERAGE NUMBER INVOLVED WITH WORD PROCESSING	2.2	3.5	4.1	8.7	17.6	56.3	9.8	14.3
AVERAGE TOTAL EMPLOYEES IN COMPANY	946.3	1201.2	1007.7	2284.0	4282.2	9244.6	1775.4	2998.5

Q4 NUMBER OF EMPLOYEES INVOLVED WITH WORD PROCESSING- BY USAGE OF WORD PROCESSING

BASE- THOSE USING WORD PROCESSING IN-HOUSE. THROUGH A SERVICE BUREAU OR A TIME-SHARING SERVICE

	USAGE OF WORD PROCESSING			
	YES. IN-HOUSE	YES. THROUGH SERVICE BUREAU	YES. USE A TIME-SHARING SERVICE	TOTAL
IN WORD PROCESSING				
1 TO 2	140 28.8	4 100.0	3 42.9	147 29.6
3 TO 4	107 22.0	-	2 28.6	109 21.9
5 TO 6	58 11.9	-	1 14.3	59 11.9
7 TO 8	37 7.6	-	-	37 7.4
9 TO 10	23 4.7	-	1 14.3	24 4.8
11 TO 15	30 6.2	-	-	30 6.0
16 OR MORE	91 18.7	-	-	91 18.3
TOTAL ANSWERING	486 100.0	4 100.0	7 100.0	497 100.0
AVERAGE	14.3	1.8	4.0	14.0
MEDIAN	4	2	3	4
HIGH	999	2	10	999
LOW	1	1	2	1

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q4 NUMBER OF EMPLOYEES IN COMPANY- BY USAGE OF WORD PROCESSING

BASE- THOSE USING WORD PROCESSING IN-HOUSE, THROUGH A SERVICE BUREAU OR A TIME-SHARING SERVICE

	USAGE OF WORD PROCESSING			
	YES, IN-HOUSE	YES, THROUGH SERVICE BUREAU	YES, USE A TIME-SHARING SERVICE	TOTAL
NUMBER OF EMPLOYEES IN COMPANY				
1 TO 2	6 1.2	-	1 11.1	7 1.4
3 TO 4	5 1.0	-	1 11.1	6 1.2
5 TO 6	5 1.0	2 40.0	-	7 1.4
7 TO 8	5 1.0	-	-	5 1.0
9 TO 10	12 2.4	1 20.0	1 11.1	14 2.8
11 TO 15	10 2.0	1 20.0	-	11 2.2
16 TO 25	13 2.6	-	2 22.2	15 3.0
26 TO 49	22 4.5	-	1 11.1	23 4.5
50 TO 99	33 6.7	-	-	33 6.5
100 TO 249	72 14.6	-	1 11.1	73 14.4
250 TO 499	73 14.8	-	-	73 14.4

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q4 NUMBER OF EMPLOYEES IN COMPANY- BY USAGE OF WORD PROCESSING

BASE- THOSE USING WORD PROCESSING IN-HOUSE, THROUGH A SERVICE BUREAU OR A TIME-SHARING SERVICE

	USAGE OF WORD PROCESSING			
	YES, IN-HOUSE	YES, THROUGH SERVICE BUREAU	YES, USE A TIME-SHARING SERVICE	TOTAL
500 TO 999	71 14.4	-	1 11.1	72 14.2
1,000 TO 4,999	109 22.2	1 20.0	-	110 21.7
5,000 AND OVER	56 11.4	-	1 11.1	57 11.3
TOTAL ANSWERING	492 100.0	5 100.0	9 100.0	506 100.0
AVERAGE	2999	607	914	2762
MEDIAN	365	10	25	357
HIGH	99999	3000	7500	99999
LOW	1	6	2	1

5. What dollar range comes closest to the TOTAL ANNUAL BUDGET for your word processing operation (including personnel, equipment, supplies and services)?

- ☐ Under $10,000
- ☐ $10,000 to $24,999
- ☐ $25,000 to $49,999
- ☐ $50,000 to $99,999
- ☐ $100,000 to $249,999
- ☐ $250,000 and over

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q5 TOTAL ANNUAL BUDGET FOR WORD PROCESSING (INCLUDING PERSONNEL, EQUIPMENT, SUPPLIES AND SERVICES)- BY USAGE OF WORD PROCESSING

BASE- THOSE USING WORD PROCESSING IN-HOUSE, THROUGH A SERVICE BUREAU OR A TIME-SHARING SERVICE

	USAGE OF WORD PROCESSING			
	YES, IN-HOUSE	YES, THROUGH SERVICE BUREAU	YES, USE A TIME-SHARING SERVICE	TOTAL
UNDER $10,000	67 13.3	1 20.0	5 62.5	73 14.1
$10,000 TO $24,999	104 20.7	4 80.0	1 12.5	109 21.1
$25,000 TO $49,999	83 16.5	-	1 12.5	84 16.3
$50,000 TO $99,999	98 19.5	-	-	98 19.0
$100,000 TO $249,999	82 16.3	-	1 12.5	83 16.1
$250,000 AND OVER	69 13.7	-	-	69 13.4
TOTAL ANSWERING	503 100.0	5 100.0	8 100.0	516 100.0

NOTE- THE AVERAGE BUDGET FOR IN-HOUSE WP IS $101,625. THIS IS BASED ON USING THE MID-POINT OF THE RANGES AND ASSUMING $5,000 FOR "UNDER $10,000" AND $350,000 FOR "$250,000 AND OVER."

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q5 TOTAL ANNUAL BUDGET FOR WORD PROCESSING (INCLUDING PERSONNEL, EQUIPMENT, SUPPLIES AND SERVICES)- BY INDUSTRY

BASE - THOSE USING WORD PROCESSING IN-HOUSE

	UNDER $10 M	$10 M TO $24.9 M	$25 M TO $49.9 M	$50 M TO $99.9 M	$100 M TO $249.9 M	$250 M AND OVER	TOTAL ANSWG
ADVERTISING, PRINTING, PUBLISHING	4 22.2	4 22.2	2 11.1	4 22.2	3 16.7	1 5.6	18 100.0
BANKING, FINANCIAL	1 2.6	7 18.4	8 21.1	9 23.7	9 23.7	4 10.5	38 100.0
EDUCATIONAL	22 31.0	18 25.4	12 16.9	10 14.1	6 8.5	3 4.2	71 100.0
ENGINEERING, CONSTRUCTION	-	1 7.1	3 21.4	5 35.7	2 14.3	3 21.4	14 100.0
GOVT'L, AGENCIES (FED,,STATE, CITY)	1 1.2	15 17.4	10 11.6	19 22.1	17 19.8	24 27.9	86 100.0
HOSPITAL, HEALTH CARE	3 27.3	1 9.1	1 9.1	4 36.4	2 18.2	-	11 100.0
INSURANCE	2 6.9	3 10.3	2 6.9	7 24.1	10 34.5	5 17.2	29 100.0
PUBLIC UTILITIES	1 5.9	-	3 17.6	6 35.3	4 23.5	3 17.6	17 100.0
RETAIL SALES AND DISTRIBUTION	2 20.0	5 50.0	-	2 20.0	1 10.0	-	10 100.0
SERVICE- DATA PROCESSING	7 23.3	7 23.3	11 36.7	3 10.0	2 6.7	-	30 100.0
SERVICES- OTHER THAN DP	5 10.6	12 25.5	9 19.1	8 17.0	7 14.9	6 12.8	47 100.0

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q5 TOTAL ANNUAL BUDGET FOR WORD PROCESSING (INCLUDING PERSONNEL, EQUIPMENT, SUPPLIES AND SERVICES)-- BY INDUSTRY

BASE - THOSE USING WORD PROCESSING IN-HOUSE

	UNDER $10 M	$10 M TO $24.9 M	$25 M TO $49.9 M	$50 M TO $99.9 M	$100 M TO $249.9 M	$250 M AND OVER	TOTAL ANSWG
TRANSPORTATION	1 16.7	1 16.7	2 33.3	-	1 16.7	1 16.7	6 100.0
WHOLESALE SALES AND DISTRIBUTION	2 33.3	2 33.3	-	1 16.7	1 16.7	-	6 100.0
OTHER	3 15.0	7 35.0	3 15.0	2 10.0	1 5.0	4 20.0	20 100.0
MANUFACTURING							
ELECTRICAL	3 13.0	4 17.4	3 13.0	5 21.7	3 13.0	5 21.7	23 100.0
FOOD, TOBACCO, DRUGS	-	5 38.5	4 30.8	2 15.4	-	2 15.4	13 100.0
MACHINERY, METALS & PRODUCTS (HEAVY)	3 25.0	1 8.3	3 25.0	2 16.7	1 8.3	2 16.7	12 100.0
MACHINERY, METALS & PRODUCTS (LIGHT)	2 15.4	4 30.8	3 23.1	1 7.7	3 23.1	-	13 100.0
ALL OTHER MANUFACTURING	5 12.8	7 17.9	4 10.3	8 20.5	9 23.1	6 15.4	39 100.0
NO ANSWER	-	-	-	-	-	-	-
TOTAL	67 13.3	104 20.7	83 16.5	98 19.5	82 16.3	69 13.7	503 100.0

6. What percentage of your 1979 word processing budget was for:

Personnel?	_____%	(21-23)
Equipment?	_____%	(24-26)
Software?	_____%	(27-29)
Supplies?	_____%	(30-32)
Outside WP Services?	_____%	(33-35)
Other? _____	_____%	(36-38)
TOTAL	100.0%	

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q6 PERCENTAGE OF 1979 WORD PROCESSING BUDGET- BY USAGE OF WORD PROCESSING

BASE- THOSE USING WORD PROCESSING IN-HOUSE, THROUGH A SERVICE BUREAU OR A TIME-SHARING SERVICE

	YES, IN-HOUSE	YES, THROUGH SERVICE BUREAU	YES, USE A TIME-SHARING SERVICE	TOTAL
PERSONNEL				
BASE	426	4	6	436
	100.0	100.0	100.0	100.0
TOTAL ANSWERING	407	3	5	415
	95.5	75.0	83.3	95.2
AVERAGE PERCENT	57.4	33.8	52.5	57.1
EQUIPMENT				
BASE	426	4	6	436
	100.0	100.0	100.0	100.0
TOTAL ANSWERING	399	1	2	402
	93.7	25.0	33.3	92.2
AVERAGE PERCENT	29.7	2.5	13.3	29.2
SOFTWARE				
BASE	426	4	6	436
	100.0	100.0	100.0	100.0
TOTAL ANSWERING	107	1	2	110
	25.1	25.0	33.3	25.2
AVERAGE PERCENT	2.9	2.5	2.5	2.9

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

	YES, IN-HOUSE	YES, THROUGH SERVICE BUREAU	YES, USE A TIME-SHARING SERVICE	TOTAL
SUPPLIES				
BASE	426	4	6	436
	100.0	100.0	100.0	100.0
TOTAL ANSWERING	352	1	2	355
	82.6	25.0	33.3	81.4
AVERAGE PERCENT	8.4	5.0	1.7	8.3
OUTSIDE AP SERVICES				
BASE	426	4	6	436
	100.0	100.0	100.0	100.0
TOTAL ANSWERING	32	3	3	38
	7.5	75.0	50.0	8.7
AVERAGE PERCENT	.4	53.8	30.0	1.3
OTHER				
BASE	426	4	6	436
	100.0	100.0	100.0	100.0
TOTAL ANSWERING	55	1	-	56
	12.9	25.0		12.8
AVERAGE PERCENT	1.2	2.4	-	1.2

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INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q6 PERCENTAGE OF 1979 WORD PROCESSING BUDGET- BY SIZE OF WORD PROCESSING BUDGET

BASE- THOSE USING WORD PROCESSING IN-HOUSE, THROUGH A SERVICE BUREAU OR A TIME-SHARING SERVICE

	UNDER $10 M	$24 M TO $49 M	$25 M TO $49 M	$50 M TO $99 M	$100 M TO $249 M	$250 M AND OVER	NO ANSWER	TOTAL
PERSONNEL								
BASE	50	94	73	87	72	57	1	434
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
TOTAL ANSWERING	38	89	70	87	71	57	1	413
	76.0	94.7	95.9	100.0	98.6	100.0	100.0	95.2
AVERAGE PERCENT	39.5	57.6	57.1	63.8	57.5	61.1	30.0	57.1
EQUIPMENT								
BASE	50	94	73	87	72	57	1	434
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
TOTAL ANSWERING	38	84	70	82	70	55	1	400
	76.0	89.4	95.9	94.3	97.2	96.5	100.0	92.2
AVERAGE PERCENT	35.8	30.6	29.8	26.1	28.6	25.5	60.0	29.2
SOFTWARE								
BASE	50	94	73	87	72	57	1	434
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
TOTAL ANSWERING	10	24	14	18	25	18	-	109
	20.0	25.5	19.2	20.7	34.7	31.6		25.1
AVERAGE PERCENT	7.8	2.8	1.8	1.6	2.5	2.7	-	2.9

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

	UNDER $10 M	$24 M TO $49 M	$25 M TO $49 M	$50 M TO $99 M	$100 M TO $249 M	$250 M AND OVER	NO ANSWER	TOTAL
SUPPLIES								
BASE	50	94	73	87	72	57	1	434
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
TOTAL ANSWERING	29	66	68	75	64	50	1	353
	58.0	70.2	93.2	86.2	88.9	87.7	100.0	81.3
AVERAGE PERCENT	11.1	6.4	9.9	7.0	9.0	8.2	10.0	8.3
OUTSIDE WP SERVICES								
BASE	50	94	73	87	72	57	1	434
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
TOTAL ANSWERING	4	6	4	5	9	10	-	38
	8.0	6.4	5.5	5.7	12.5	17.5		8.8
AVERAGE PERCENT	4.7	1.9	.3	.2	.7	1.1	-	1.3
OTHER								
BASE	50	94	73	87	72	57	1	434
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
TOTAL ANSWERING	3	3	6	11	17	14	-	54
	6.0	3.2	8.2	12.6	23.6	24.6		12.4
AVERAGE PERCENT	1.1	0.7	1.1	1.3	1.7	1.4	-	1.2

OTHER COST ITEMS INCLUDED IN THE 1979 WORD PROCESSING BUDGET -
BY THOSE HAVING AN IN-HOUSE WORD PROCESSING OPERATION AT THEIR LOCATION

Maintenance

Maintenance, tel. and other

Maintenance - Equipment

Maintenance contract on equipment

OTHER COST ITEMS INCLUDED IN THE 1979 WORD PROCESSING BUDGET -
BY THOSE NOT HAVING AN IN-HOUSE WORD PROCESSING OPERATION AT THEIR LOCATION

Unknown -- no separate department for word processing -- personnel and word processing equipment, etc. are in various departments -- decentralized.

7. To whom does the manager of the word processing department report? (Check one)

(39)

1 ☐ President, Owner, General Manager
2 ☐ Financial officer
3 ☐ Director/Manager of Administrative Services
4 ☐ Director/Manager of Information Systems (MIS, etc.)
5 ☐ Director/Manager of Data Processing
6 ☐ Manager of Secretarial Services
7 ☐ Other (Specify title:) _____

INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q7 PERSON TO WHOM THE MANAGER OF THE WORD PROCESSSING DEPARTMENT REPORTS— BY SIZE OF WORD PROCESSING BUDGET

BASE - THOSE USING WORD PROCESSING IN-HOUSE

	UNDER $10 M	$24 M TO $49 M	$25 M TO $49 M	$50 M TO $99 M	$100 M TO $249 M	$250 M AND OVER	NO ANSWER	TOTAL
PRESIDENT, OWNER, GENERAL MANAGER	10 28.6	20 24.1	17 23.3	6 7.0	5 7.0	3 4.8	3 25.0	64 15.2
FINANCIAL OFFICER	7 20.0	9 10.8	8 11.0	6 7.0	6 8.5	-	1 8.3	37 8.8
DIRECTOR/ MANAGER OF ADMINISTRATIVE SERVICES	4 11.4	18 21.7	12 16.4	32 37.2	37 52.1	19 30.6	4 33.3	126 29.9
DIRECTOR/ MANAGER OF INFORMATION SYSTEMS (MIS, ETC.)	1 2.9	7 8.4	5 6.8	10 11.6	4 5.6	12 19.4	2 16.7	41 9.7
DIRECTOR/ MANAGER OF DATA PROCESSING	4 11.4	1 1.2	13 17.8	4 4.7	4 5.6	6 9.7	-	32 7.6
MANAGER OF SECRETARIAL SERVICES	5 14.3	7 8.4	6 8.2	3 3.5	2 2.8	2 3.2	1 8.3	26 6.2
OTHER	4 11.4	21 25.3	12 16.4	25 29.1	13 18.3	20 32.3	1 8.3	96 22.7
TOTAL ANWERING	35 100.0	83 100.0	73 100.0	86 100.0	71 100.0	62 100.0	12 100.0	422 100.0

TO WHOM MANAGER OF WORD
PROCESSING DEPARTMENT REPORTS - BY THOSE
HAVING IN-HOUSE WORD PROCESSING OPERATION AT THEIR LOCATION

Business Manager (2)

Cost Department Manager

Chief Division of Management Analysis and Audits

Advertising Manager

Director Special Studies

Principal

Secretarial Studies Program Director

City Manager

Assistant Vice President of Operations

Publications Production Manager

Office Services Manager

Senior Vice President in charge of Corporate & Data Services

Assistant Director of Support Systems

Office Systems Manager

Technical Information Manager

Director of Industrial Relations

Print Media Manager

Vice President of Engineering

Assistant Manager of Trust Accounting

Membership Services Manager

Documentation Manager

Curriculum Director

Vice President of Information Systems

Manager of Facilities Services

Assistant Director of Research

Vice President of Marketing

continued.....

Report Department Supervisor

Customer Service Manager

Aftermarket Sales & Service

Support Operations Manager

Vice President of Operations

City Clerk

Vice President of Sales

Dean of Educational Services

Assistant Supervisor of Personnel

Corporate Secretary

Manager of Publication Services

Vice President of Technical Operations

Director of Personnel

Director of Human Resources Administration

Vice Provost for Student Affairs

Director of Operations Planning

Director of Report Review

Vice President of Public Affairs

Director of Engineering Services

Director of Technical Services

Manager of Office Buildings and Records

Manager of Publication Services

Budgets and Business Systems department head

Senior Secretary

Decentralized -- each group reports to functional organization using services

All WP personnel report to division

Chief Engineer

continued.....

Q. 7 To Whom Manager of Word Processing Department Reports - By Those Having In-House Word Processing Operation At Their Location (cont.)

Sales Administration Manager

Personnel Consulting

Vice President of Personnel/Administration

Vice President of Sales

Director of Special Project Services

To their respective department heads

Scattered throughout organization -- not a predefined function on its own

Director of Marketing

User department head (section has captive department)

Director of Materials Management

Vice President of Research and Development

Director of Admissions and Registrar

Director of Engineering

Division head of Loan Administration

Documentation Manager

Business Manager of College of Engineering and Physical Sciences

Research and Development

Supervisor reports to director of each division

Functional Managers

Supervisor of Office Services

Bureau of Administrative Analysis handles WP

Personnel Manager

Database Administrator

Senior Vice President of Operations

Personnel Supervisor

Business Services Section Chief

Legal and Purchasing Department Director

WP equipment is decentralized -- personnel report to immediate supervisor.

continued.....

Q. 7 To Whom Manager of Word Processing Department Reports - By Those Having In-House Word Processing Operation At Their Location (cont.)

Decentralized in major functional areas

Department Chairman

Legal

Administration Branch Chief

Director of Research

Manager of Design Section

Records Supervisor in Police Department

No manager -- all report to Dean of Instruction (classroom secretaries)

Chief of Office Planning and Management

TO WHOM MANAGER OF WORD
PROCESSING DEPARTMENT REPORTS -
BY THOSE USING A WORD PROCESSING SERVICE BUREAU

Department Manager

TO WHOM MANAGER OF WORD
PROCESSING DEPARTMENT REPORTS - BY THOSE
NOT HAVING WORD PROCESSING OPERATION AT THEIR LOCATION

Director of Campus Planning

Decentralized -- news department, advertising department, corporate, etc. all use word processing -- MIS Director is responsible for ensuring that the system is operating.

Manager of Publication Support

TO WHOM MANAGER OF WORD
PROCESSING DEPARTMENT REPORTS -
BY THOSE USING WORD PROCESSING TIME-SHARING SERVICE

Executive Secretary

8. How does your company handle word processing? (Check all that apply)

- ☐ Mag tape typewriter
- ☐ Mag card typewriter
- ☐ Electronic memory typewriter
  - ☐ With one-line display
  - ☐ With mag card
  - ☐ With floppy disk
- ☐ Stand-alone CRT/floppy disk system
- ☐ Shared logic, multi-work station CRT system
  - _____ Number of work stations
  - _____ Number of printers
- ☐ In-house minicomputer with WP capabilities
- ☐ In-house mainframe computer with WP capabilities
- ☐ Other: _____

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INFOSYSTEMS' 1980 WORD PROCESSING SALARY SURVEY

Q8 HOW WORD PROCESSING IS HANDLED- IN TOTAL

BASE - THOSE USING WORD PROCESSING IN-HOUSE

	TOTAL
MAG TAPE	60
TYPEWRITER	11.6
MAG CARD	183
TYPEWRITER	35.3
ELECTRONIC MEMEORY	130
TYPEWRITER	25.1
WITH ONE-LINE	44
DISPLAY	8.5
WITH MAG CARD	49
	9.5
WITH FLOPPY DISK	62
	12.0
STAND-ALONE CRT/	279
FLOPPY DISK SYSTEM	53.9
SHARED LOGIC.	136
MULTI-WORK STATION	26.3
CRT	
SYSTEM	
AVERAGE NUMBER	9
OF WORK STATIONS	
AVERAGE NUMBER	4
OF PRINTERS	
IN-HOUSE MINI-	80
COMPUTER WITH WP	15.4
CAPABILITES	
IN-HOUSE MAINFRAME	59
COMPUTER WITH WP	11.4
CAPABILITES	
OTHER	38
	7.3
TOTAL	518
ANSWERING	100.0

OTHER METHODS/EQUIPMENT COMPANIES USE TO HANDLE WORD PROCESSING -
BY THOSE HAVING AN IN-HOUSE WORD PROCESSING OPERATION AT THEIR LOCATION

Time-sharing external system with WP capabilities

Cassettes

IBM - OS/6

Offset TCS

Time-share

Punch paper tape typewriter - programmatic

IBM System 6

Phototypesetter

IBM Office System 6 and Ink Jet Printer

Two cassette tape capability

Document Printer

Composer

Also have a satellite center with A. B. Dick

Magna I Mag Card A

6/640 Printers

IBM System OS-6

Microcomputer with WP software

Communications package to DEC PDP 11/70

OCR

List Processing without converting to mainframe

6640 Document Printer

On-Line Phototypesetter

Compugraphic Typesetter

2 - Document printers -- both receive communications from computer

IBM Office Systems and equipment

Typewriters

continued.....

Q. 8 Other Methods/Equipment Companies Use to Handle Word Processing - By Those Having an In-House Word Processing Operation at Their Location (cont.)

2 - 225 AM input stations

IBM Document Printer

Time-share Univac 1108

IBM typewriters and IBM dictation equipment

Transmit Database to IBM 3033 for additional processing

IBM 6640

CPT visual memory

Self-correcting IBM typewriter

System 6 on order

Lexitron with cassette tapes

OTHER METHODS/EQUIPMENT COMPANIES USE TO HANDLE WORD PROCESSING -
BY THOSE NOT HAVING AN IN-HOUSE WORD PROCESSING OPERATION AT THEIR LOCATION

In-house microcomputer -- word processing capabilities equal to best mini-computer or mainframe computer

IBM System 6

Time-sharing service

Outside service

Electronic typewriter

OTHER METHODS/EQUIPMENT COMPANIES USE TO HANDLE
WORD PROCESSING - BY THOSE USING WORD PROCESSING TIME-SHARING SERVICE

T. S. System

OTHER METHODS/EQUIPMENT COMPANIES USE TO HANDLE WORD PROCESSING -
BY THOSE HAVING WORD PROCESSING OPERATION ONLY AT OTHER COMPANY LOCATIONS

CPT 4200 - cassette tape

9. Are you using any of your word processing equipment for remote communications? (Check all that apply)

(55) ☐ Yes, for electronic mail/messages
(56) ☐ Yes, for transmission of documents
(57) ☐ Yes, for transmission of data
(58) ☐ Yes, for other: _____
(59) ☐ No

INFOSYSTEMS® 1980 WORD PROCESSING SALARY SURVEY

Q9 USAGE OF WORD PROCESSING EQUIPMENT FOR REMOTE COMMUNICATIONS- BY SIZE OF WORD PROCESSING BUDGET

BASE - THOSE USING WORD PROCESSING IN-HOUSE

	UNDER $10 M	$24 M TO $49 M	$25 M TO $49 M	$50 M TO $99 M	$100 M TO $249 M	$250 M AND OVER	NO ANSWER	TOTAL
YES, FOR ELECTRONIC MAIL/MESSAGES	4	10	5	7	14	13	4	57
	6.0	9.6	6.0	7.1	17.1	18.8	16.0	10.8
YES, FOR TRANSMISSION OF DOCUMENTS	6	8	14	12	14	30	5	89
	9.0	7.7	16.9	12.2	17.1	43.5	20.0	16.9
YES, FOR TRANSMISSION OF DATA	6	9	13	5	17	19	2	71
	9.0	8.7	15.7	5.1	20.7	27.5	8.0	13.4
YES, FOR OTHER	2	4	1	3	3	5	1	19
	3.0	3.8	1.2	3.1	3.7	7.2	4.0	3.6
NO	52	83	62	77	50	31	9	364
	77.6	79.8	74.7	78.6	61.0	44.9	36.0	68.9
NO ANSWER	5	2	1	2	2	1	7	20
	7.5	1.9	1.2	2.0	2.4	1.4	28.0	3.8
TOTAL	67	104	83	98	82	69	25	528
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

OTHER REMOTE COMMUNICATION USES
OF WORD PROCESSING EQUIPMENT - BY THOSE
HAVING IN-HOUSE WORD PROCESSING OPERATION AT THEIR LOCATION

Entry and inquiry only -- no printers at remote sites yet

Part of the time-sharing system

Disk input to computerized typesetter

Leave a section for general secretaries who use word processing equipment.

A functional department has three machines and an OCR -- twelve plus machines are located in separate departments and divisions -- growing rapidly -- sorry we can't provide salary range details and job description details.

Mailgrams

Time-sharing with offsite CPU

Conversion of mag cards

International Telexing via ITT/OS-6

One unit for faster turn-around to Legal Department

Remote job entry and interactive work station

Translation (interface) between unlike brands of machines

To transmit documents to the laser printer

Conversion to phototypeset and receiving documents from other systems including computers

Contracts

On-line computer terminals

Conversion of mag cards

Not applicable

To receive data from IBM 370/148

OTHER REMOTE COMMUNICATION USES
OF WORD PROCESSING EQUIPMENT - BY THOSE NOT
HAVING WORD PROCESSING OPERATION AT THEIR LOCATION

Transmitting news

Conversion of data from previous system

Soon, for photocompositics

Letters and resumes

If you have any suggestions on future word processing salary studies, please write them in the space provided.
If you would like to send us a copy of your job descriptions for review, please send them to the address below.

COMMENTS - BY THOSE
HAVING IN-HOUSE WORD PROCESSING OPERATION AT THEIR LOCATION

- Word processing is used by our personnel without anybody being assigned specifically to it.

- Not available -- all employees are civil service.

- We just have one mag card and two memory typewriters which various secretaries use, so I feel our salary data is invalid.

- This survey doesn't really fit our situation and won't in many small businesses shortly. Obviously, we are terminal oriented in our information handling in that we use them like calculators, typewriters and scratch pads. The ability to free form memos which can be easily retrieved has eliminated some of the paper blizzard. We are now eliminating the paper copies of outgoing documents and keeping them only on diskettes. It is working quite well so far.

- We use the equipment primarily for instruction purposes with occasional administrative use. Both the Wang Word Processor and the DEC Mini are in the Business Education Department and all costs are absorbed in that department. Sorry we can't help more.

- Cannot provide salary data since operations are distributed among several departments. There are no corresponding WP job titles to those you supplied, although we continue to work with our Personnel Department toward that goal.

  Current WP consists of equipment assigned locally where need for power typing justifies. Only one department has a WP Center of six operators, the remainder are not centrally located or supervised.

  All operators of WP equipment maintain the same labor grade structures and titles as nonoperators. (Clerk typist, Stenographers, Secretary) and are rated as such.

  Intend to establish more formal WP operation this year in our Engineering Department of 1,200 employees.

- We use WP as a part of DP -- cannot supply figures for WP as an individual entity.

- Our WP facilities are used for training purposes only, therefore, this questionnaire is not applicable to our operators.

- In the future, contact Ms. Eleanor Luke for salary data.

- Each professional staff member is responsible for doing his/her own "word processing" -- proofreading is shared and company president has the final approval of documentation.

- The college provides the equipment, maintenance and supplies. CETA provides personnel and uses this site for a real time training situation. Provides training to CETA participants and service to the college. Does not operate in summer months.

continued.....

- Only one word processor is in operation in this department. The division handles management reports and analyses of state agencies and departments, and other work for the department as necessary. One person is assigned to operation and handles everything from editing of text and typing from stenographic notes and handwritten reports to the proofreading of documents before and after final typing. Training of other operator(s) will be handled by this position. Weekly salary: $238.

- We have about eight IBM mag-card typewriters -- is that word processing?

- I cannot define salaries for our Word Processing Center as listed because the people who manage and operate the Word Processing Center are people who do multiple other jobs such as, I am Manager of Word Processing, but I am also City Clerk, Records Manager, Office Administrator, etc. My secretary is the Word Processing Operator, but she is also Deputy Clerk, Office Supervisor, etc.

- We have a decentralized WP/DE system used to increase office efficiency by use of WP and the use of DE for access to a DBMS for financial and managerial information.

- At this time, WP is occurring on an ad hoc basis.

- Word processing at this site is an every day function of secretaries and technicians doing entral document preparation. We have no WP Department for this reason and the figures on the previous page do not apply.

- Do not have WP Manager -- we currently have two employees who are being trained to use the equipment. However, they also perform other duties. The utilization of the equipment and personnel have not yet been determined.

- Our word processing people have many other jobs along with handling the word processing.

- We have an information systems division that is responsible for ADP word processing, microfilm, etc.

- This is an educational institution -- the WP Manager is a part-time, one-semester employee (doing a fine job). Hopefully, she will continue in each subsequent semester.

- Started filling this out, but we are too decentralized to be able to respond with the precision you seek.

- Equipment used for instructional purposes only -- classes are included in the Business Division.

- We are using IBM spray printer which makes "original" copies. This is wasteful and time consuming as "original" copies are not required for our agency. Word processing has not brought about desired benefits and it takes too long to process mail through the system.

  We may phase out the whole system as it is now set up. We do about 1,000 letters a day and so some form of automation is needed, otherwise we will have to go back to the use of form letters. Possibly other systems than IBM would prove more efficient. Turnover is high among WP personnel and in future studies you may wish to ask questions on this area. It is essentially mindless activity. It is almost better to combine computer operations with it to elevate the jobs involved. We are not allowed to do this at this time because of restrictions on EDP equipment imposed by the state.

continued.....

- Also include types or work done on machines, i.e., our office uses WP equipment for three separate output documents from one data entry. Included is an OCR readable that is used for COM application. We also use text editing, canned material and list storage capabilities. In short, more complex work on the machines should result in more dollars to the operators.

- Our operation does not fit the usual WP operation, as it is a professional service by a "Specification Consultant" family operation on a job fee basis.

- Need a question that will identify decentralized word processing departments in large corporations.

- Include DP/WP system support personnel in future studies.

- The Division of Employment is currently studying the word processing area. A proposal is being written at this time. The plan is to have cluster-stations on each of our three floors. The main-station will have an OCR station to speed up maintenance of our manuals. Ultimate goal is to go through our Honeywell Level 6 Minicomputer to the front-end of our Honeywell 66/60, and to our statewide terminal network.

  We currently have a Lanier.

- Sorry, but our corporate policy does not allow specific individual salary breakdowns at this time -- hope the job ranges will be good enough.

- What are the rates being used or charged in developing costs-benefits analysis? Per hour? Per page? Entry versus update?

- Our operators do much more than word processing. They also run data processing jobs in stand-alone stations and as remote stations to mainframes.

- It might also be helpful to know about telecommunications or hard-wired relationships with in-house computers and/or phototypesetting equipment.

- Include phototypesetting as an option -- classification for systems analyst.

- Should have section for Secretaries, Administrative Assistants and Marketing/Accounting personnel. All use WP systems, but are not included in WPCs and not directly under the WP Manager. Proofreaders and Editors are also included in other department.

- Your survey was interesting! We've only begun WP in October, 1979, so questions 5 and 6 are not entirely accurate. Also, while our team suggested implementing job descriptions (except Manager and Proofreader) as illustrated in your enclosure, we've been unsuccessful because of our union environment. Presently, management's position holds WP equipment as a "tool" for use in any job regardless of pay. We are hopeful this will cover those positions residing in distant offices where WP will be subordinate to the future communications capabilities. This, of course, must be negotiated.

- I'd appreciate receiving the findings/results of this study -- our company is new (began in 1979) in WP and we're not really organized with a WP Center with Manager, etc. We have many units scattered throughout the company and many of the "Operators" are Technical Writers or Secretaries, etc. and are not paid as WP Operators. Therefore, the seven people shown on page 3 of the survey does not equal the 16 people "involved" in WP. Also, I would appreciate receiving additional information regarding Job Descriptions if that is possible/available.

continued

- You might want to ask what difficulty you have in attracting people at these salaries, we have a terrible time. You also structure your questionnaire around the assumption of one WP Center, when many companies have WP scattered throughout.

- Your questionnaire schedule doesn't fit our use of word processing technology. Although we do some standing correspondence and report writing, the bulk of our time is devoted to maintaining a descriptive database which we constantly update and publish every four months. Our staff more closely relates to a publishing enterprise with Editors, etc.

- Many secretaries are trained on use of WP work stations and are not full-time operators.

- We are just beginning to get involved in word processing per se. Will have better data next year.

- Consider the entire WP system input (dictation equipment, optical scanners, etc.) and output to typesetting. Also, structure to allow companies like ours which have WP equipment decentralized to answer meaningfully.

- If we reclassify the existing civil service word processing positions, the salary range would change.

- Might include a question relating to what percent typing pool operations has been automated with WP equipment.

- Our word processing operations are regular secretaries using the system as needed. No full-time employees are dedicated to the system.

- Manager of Word Processing as shown in the survey is the Assistant to Vice President for Business and Finance. Word processing is only approximately 25% of job responsibility. Also, this report is completed only for administrative word processing. Several colleges within the university also have Word Processing Centers.

- We are just beginning word processing this year with a small Datapoint 1800. We plan to train our secretaries in WP software. At this time, it is not a major project. Rather it is one which we will work on, on a "as time permits" basis. The Datapoint machines are being used for program development and not primarily for WP.

- No comment. We are presently with a "Cadre" and in the evolutionary stages of bringing our people to use a "center" when they are in the habit of using shared secretaries. The removal of "status" symbols is an evolutionary process.

- We have no formal Word Processing Center. Our secretaries all learn the Lexitrons and time-sharing word processing on the computer and use them on a regular basis. The only head of the group is our Office Manager who seldom has any interaction with the secretaries other than training them and prioritizing the work when there is a conflict or waiting line for the word processors.

- Our application is for distributed WP with many large books updated frequently (1,000 to 5,000 pages) and up to 25 terminals or work stations. Looking at Word II on DEC POP 11/44 or 11/70 -- now have Mag Tape IBM and two CPT cassette tape machines -- need minimum of 20 MB storage on hard disk.

continued.....

- We train secretarial personnel to use IBM Mag Card. Survey Doesn't allow for part-time work of this nature. Also, we have an on-line automated documentation system for programming specifications, user manuals, etc. that is programming oriented, but we have trained secretarial personnel to use it effectively. Many people do not include this with word processing, but functionally it is, I believe. I have not included herein, but I believe you should have a definition of what you mean by "word processing."

COMMENTS - BY THOSE NOT
HAVING WORD PROCESSING OPERATION AT THEIR LOCATION

- If there is no WP Department, why not say, "Go no further than Question 1, 2, or 3," or, do you want to know about in-house printing and alternate ways of providing information such as Xerox?

- Sorry, we can't be of much help to you.

- You should question a company's present level of involvement in WP without assuming everyone is quite involved. Few companies would have more than two or three of the WP job descriptions you provide. Within five years, many will. You should also query projected levels of involvement in WP and intended vendor selection. Please include us if you have similar surveys for general DP purposes.

- WP system being planned

- Word processing is planned for the future.

- We are considering word processing.

- We have #34 IBM.

- Plan for next year.

- At the present time, we do not have a Word Processing Department per se. We do use Mag Card typewriters in our Publications Department and in our Sales Department. I personally got interested in word processing when I conducted an investigation into the feasibility of micrographics for our manufacturing division. During this investigation, I came upon many forms, documents, reports, etc. that were duplicated week after week, month after month and so on. I did a preliminary survey, but this was stagnated by the clerks' and secretaries' opposition to change. However, I have not abandoned my interest in word processing.

  I feel that it will be a prerequisite of any future office. It is a necessary fact of life that the office must become more productive. Word processing is one method or means to improving this productivity. Too often I see clerks and secretaries spending hours redoing things day to day, week to week and month to month. Not to mention other routine chores which certain clerks, stenos and secretaries seem to relish doing and resist any and all attempts to take these mundane jobs away from them.

  I think the area of word processing must be approached with a positive attitude. Clerks, stenos and secretaries must be educated in that word processing is not an ogre, but a positive job enrichment program to enable them to function more effectively and to reduce their response time in getting information to those who request it with impossible deadlines.

  I would be glad to receive the full results of this survey in order that I might be in a better position to discuss word processing in a positive, intelligent and enlightened manner.

- We are a public high school in the city of New York. At present, we offer instruction in computer programming on a terminal connected to the Board of Education. A proposal has been written including WP capabilities. The Business Education Department of the school is most interested in providing WP instruction.

continued.....

- We have one Mag Card I and one Mag Card II for instruction only. Next quarter we will be teaching WP concepts and operations using our data processing terminals and computer.

- Our Business Education Department has been adding units of study for including word processing in the curriculum. Eventually, our school hopes to add equipment other than voice writing machines and typewriters to do a better job training students for beginning jobs in word processing.

- This is being budgeted for 1980. We are entering the word processing operations this year for the first time. No equipment has been purchased to date.

- We are in the process of consolidating and organizing.

- Since we do not have word processing as yet, I did not complete the form.

- We are contemplating a word processing section during 1980, but so far, have not taken any action on implementing it.

- I would appreciate receiving the results of your study. We are in the process of looking into the word processing applications. Salary costs and levels would be very helpful.

- We have no dedicated word processing staff -- system is used by all secretaries, clerical and professional workers.

- Sorry, but we do not have this type of equipment. However, we are talking about it for the future. Dollars are tough to get in the school business these days.

- Too phoney a title. I think you are presuming something in the majority of small firms (under 500 people) which has not yet happened.

- We have no full-time personnel devoted to WP. Everyone uses it in the course of their normal work function -- we have only one typewriter, but six CRTs. I think for small businesses, this is the way it will be. To address small business usage, this questionnaire is not useful.

- We are seeing more middle and upper level faculty/administrators doing their own first draft (at least among those who can touch-type) instead of dictating. Then subsequent revisions may be turned over to the WP staff. You might do well to focus on a survey on the diffusion of WP into an organization rather than isolating on separate WP departments which are usually run more like old-fashion DP Batch Centers -- "Job decks in window A -- Printouts from window B."

- We have no formal Word Processing Department(s) or specific word processing position descriptions. We do have many individual stations supporting departmental secretaries which range in cost from $5,000 to $20,000 per station. None of our job descriptions refer specifically to word processing. However, I expect all of this to change shortly.

- Our system was just installed -- we have no personnel or budget set up for first six months of 1980.

- Be more careful to whom you send the questionnaire; I'm really not that close to our branch use of WP, let alone company-wide use which has to be very extensive.

continued.....

- Secretarial instructors teach WP on IBM card and CPT as incidental to other course work.

- Most people are not strictly word processing people, but have other job functions - editors, secretaries, etc.

- We have no Word Processing Department. However, we do have a Datapoint 2200 w/SCRIBE which gives some WP capabilities primarily for technical manuals. The primary application of the Datapoint is punching paper tapes for numerical control machinery.

- This would best be handled from our New York headquarters.

- We are a consulting group and do not have an "in-house" word processing operation as such. However, we do develop such a function in the client companies with whom we consult.

- We are WP and DP distributors who happen to use our own systems rather than end users per se, hence all questions are not really applicable. In future studies, I would like to see some analysis on money saved by WP systems and also the use of sheet feeders.

- I am unable to complete the salary portion because all of our people who use this equipment are also engaged in either data processing and/or phototypesetting. I believe my participation would be a distortion.

- We do not have any Word Processing Department nor full-time positions.

- We are planning a department for word processing and would be interested in salaries.

- The persons with the title of Word Processing Operator use MTSTs at present and are simply called Word Processing Operators. Another person in a different location called a Word Processing Operator uses a correcting selectric! Two "secretaries" use a stand-alone CRT. There is a proposal to have a "Word Processing Center" with one stand-alone CRT and two other stand-alone units in another location not known as Word Processing Center. Sound confusing? It is!

- I'm looking forward to the publication of results from this survey -- our word processing is in the thinking stage and I'm sure we can use the information for budget planning. Word processing is very much needed.

- Our company does not use processing directly as yet, however, we do computer applications consulting to companies that now use or are about to use word processing systems.

- Our operators are secretaries who perform this service <u>in addition to</u> other duties!

- Word processing is a secretarial aid in our company at this time -- no discrete function is planned -- this survey does not allow for this.

- Some Word Processing Centers are divisional or departmental -- this survey does not give an opportunity to show this.

- Because we are just beginning to use word processing equipment, we do not have jobs and titles as presented -- we hope to be able to contribute next year.

continued.....

- Not many of your questions match our situation -- we have a General Automation 470/16 minicomputer with LAWS as the word processor -- secretaries use the system as needed (about six hours per day), but no budget or salaries are so designated.

- Our word processors are our secretaries and they share WP machines -- we have a few full-time Word Processing Operators at a low secretary range.

- There is one important aspect of this survey missing (as in most articles and most presentations). It is simply this. The term word processing is not defined! You need to describe what you mean and cover work content. Broadly speaking, there are two wide segregations of the work:

    1. Is best called text editing. This is what a writer, secretary, manager or keyboard operator does while composing copy on a cathode ray display. This work has nothing to do with word processing. This work is the most creative and most valuable work.

    2. Is best called wording processing. This work is the manipulation of finished text for printing or transmissions. It has nothing to do with text editing.

  Incidently, the microcomputer we have uses the software generally recognized as the best -- "The Electric Pencil" -- four 5" disc drives, and a 48,000 character high-speed (560 nanosecond) memory -- about 35 pages double spaced and a 30 CPS printer. We do both text editing and word processing on this equipment.

- You may wish to know how System Designers (consultants) select WP equipment to recommend to their customers.

- Currently studying WP feasibilities -- would appreciate guidance!

- An immediate problem of this survey form is that it assumes that a Word Processing Department already exists. In our particular case, our "Word Processing Specialist" actually performs these duties as part of his position as a documentation specialist for the company. Due to this, the salary chart was not completed, as it did not actually apply to our situation.

  Being as small an activity as we are, we were quite flattered by receiving this survey. All of us here know that our input will not really be as useful as those companies who extensively use word processing, but we look forward to your results, as your publication has been very helpful in our servicing our clients with the latest capabilities available.

- Thank you and keep publishing a greatly appreciated magazine.

COMMENTS - BY THOSE
USING WORD PROCESSING TIME-SHARING SERVICE

In our firm, WP services are primarily "in-house," that is, they are used in preparation of reports and other documents related to the provision of service for clients. We seldom do actual WP jobs for clients, WP capabilities are simply part of the skills required for staff members to fulfill their jobs. We don't have any of the listed jobs in our company at present.

This location is a public high school. The intermediate school district provides instructional computer services to us. One of those services is a WP system. This system has been used by myself (C.S. teacher) and one or two others in the building for preparing handouts. It is hoped that eventually the Business Education Department will be able to obtain and begin to use some stand-alone WP equipment.

I indicated three positions, however, there are only two bodies that handle those positions -- these people are not just Word Processing Operators, they have other duties as well. Hopefully this will help you in your survey.

COMMENTS - BY THOSE HAVING WORD
PROCESSING OPERATION ONLY AT OTHER COMPANY LOCATIONS

We have studied the use of word processing and by this time next year, we hope to have something established.

INSTRUCTIONS

A. **Before attempting to complete this section, please carefully review the job descriptions enclosed. It is important that similar jobs be placed in the same categories for meaningful comparisons.**

B. **Please indicate if salaries are weekly, monthly or annually by checking the appropriate box for each job. Hourly wages should be converted to weekly figures. Include only full-time employees.**

C. **Please indicate the MINIMUM and MAXIMUM ESTABLISHED RANGE for each position. If your firm does not have established ranges for a position, leave that space blank. (The established range does not mean the ranges of the actual salaries paid.)**

D. **Salary figures should not include bonuses or benefits.**

NOTE: Report salaries effective as of March 1, 1980

EXAMPLE:

Job Title	Job No.	W	M	A	Established Ranges		Rate of Pay in Even Dollars And Number of Employees at Each Rate			
Word Processing Operator, Lead	40	☒	☐	☐	Min. 250	Max. 375	Rate of Pay $	275	300	325
							No. of Emp.	2	1	1

This example shows that this company has four lead word processing operators whose duties fit the defined job description. Two are paid $275.00 per week, one is paid $300.00 and one $325.00 per week. The established range for this position is $250.00 minimum and $375.00 maximum.

(A) Job Title (21-22)	Job No.	(B) Weekly, Monthly, Annually (24)	(C) Established Ranges		(D) Rate of Pay in Even Dollars And Number of Employees at Each Rate								
Manager of Word Processing	01	W ☐ M ☐ A ☐	(24-28) Min.	Max. (29-33)	Rate of Pay $								
					No. of Emp.								
Word Processing Supervisor	10	W ☐ M ☐ A ☐	Min.	Max.	Rate of Pay $								
					No. of Emp.								
WP Coordinator or Ass't. Mgr./Supervisor	30	W ☐ M ☐ A ☐	Min.	Max.	Rate of Pay $								
					No. of Emp.								
Word Processing Operator, Lead	40	W ☐ M ☐ A ☐	Min.	Max.	Rate of Pay $								
					No. of Emp.								
Word Processing Operator, Senior	41	W ☐ M ☐ A ☐	Min.	Max.	Rate of Pay $								
					No. of Emp.								
Word Processing Operator, Junior	42	W ☐ M ☐ A ☐	Min.	Max.	Rate of Pay $								
					No. of Emp.								
Proofreader	50	W ☐ M ☐ A ☐	Min.	Max.	Rate of Pay $								
					No. of Emp.								

WEEKLY SALARIES FOR WORD PROCESSING JOBS - NATIONWIDE

Job Description	Number Reported	Lowest Reported Actual Salary	25th Percentile* Actual Salary	National Average Actual Salary	Median* Actual Salary	Mode* Actual Salary	75th Percentile* Actual Salary	Highest Reported Actual Salary	Established Salary Range - Average Low	Established Salary Range - Average High
Manager of Word Processing	153	192	307	404	369	461	461	807	347	484
Word Processing Supervisor	210	169	241	296	276	267	325	800	253	362
WP Coordinator or Ass't. Mgr./ Supervisor	148	140	230	284	265	276	311	621	237	329
Word Processing Operator, Lead	469	126	207	232	230	230	259	365	193	265
Word Processing Operator, Senior	1326	117	182	211	202	193	230	461	186	252
Word Processing Operator, Junior	867	115	165	193	184	173	201	424	166	222
Proofreader	102	121	175	226	217	150	248	436	193	268

* Median - A figure having an equal number above and below -- * 25th Percentile - That point at which 25% of all other salaries are lower and 75% are higher -- * Mode - The salary reported most often -- * 75th Percentile - That point at which 75% of all other salaries are lower and 25% are higher.

** Insufficient data

AVERAGE REPORTED WEEKLY SALARIES FOR ALL WP JOBS - BY INDUSTRY

Job Description	Advertising Printing & Publishing	Banks, Financial	Construction Engineering	Data Proc. Service Centers	Other Service (Non-DP)	Educational	Govt. Agencies	Hospital Health Care	Insurance
	(13)	(34)	(12)	(22)	(43)	(41)	(72)	(6)	(28)
Manager of Word Processing	420	380	404	340	370	364	367	500	400
Word Processing Supervisor	375	283	255	281	302	273	266	241	283
WP Coordinator or Ass't. Mgr./Supervisor	286	225	285	275	306	245	274	230	258
Word Processing Operator, Lead	235	220	238	224	222	201	226	224	213
Word Processing Operator, Senior	203	191	224	214	219	207	201	176	179
Word Processing Operator, Junior	180	183	196	207	182	202	213	165	153
Proofreader	149	208	215	**	222	191	220	205	148

(Number of firms reporting)

continued.....

** Insufficient data

AVERAGE REPORTED WEEKLY SALARIES FOR ALL WP JOBS - BY INDUSTRY (CONT.)

Job Description	Mfg. - Electrical	Mfg. - Food, Tobacco, Drugs	Mfg. - Heavy Products	Mfg. - Light Products	Mfg. - Misc.	Public Utilities	Retail Sales & Distrib.	Transportation	Wholesale Sales & Distrib.	All Other
Manager of Word Processing	(19) 477	(12) 491	(8) 497	(8) 605	(29) 380	(14) 461	(7) 367	(5) 528	(6) 330	(20) 632
Word Processing Supervisor	355	294	295	284	325	398	**	221	**	342
WP Coordinator or Ass't. Mgr./Supervisor	296	257	380	**	281	333	**	471	268	350
Word Processing Operator, Lead	251	218	252	206	232	253	223	246	229	267
Word Processing Operator, Senior	224	225	218	193	212	243	221	323	221	284
Word Processing Operator, Junior	178	199	200	140	174	194	183	152	194	188
Proofreader	254	186	**	**	212	236	**	**	**	322

(Number of firms reporting)

** Insufficient data

SUMMARY OF WEEKLY SALARIES BY SIZE OF WORD PROCESSING BUDGET

Total Annual WP Budget	Number of Firms Reporting	Manager of Word Processing	Word Processing Supervisor	WP Coordinator or Ass't. Mgr./ Supvr.	WP Operator, Lead	WP Operator, Senior	WP Operator, Junior	Proofreader
Under $10,000	28	386	**	184	215	182	187	148
$10,000 to $24,999	79	397	322	265	219	199	183	138
$25,000 to $49,999	68	405	284	246	211	197	169	188
$50,000 to $99,999	89	400	299	300	229	212	190	191
$100,000 to $249,999	69	362	278	262	237	199	176	217
$250,000 and over	57	449	306	299	240	219	204	240

** Insufficient data

BREAKDOWN OF WEEKLY SALARIES BY GEOGRAPHIC AREA

Region	Manager of Word Processing	Word Processing Supervisor	WP Coordinator or Ass't. Mgr./ Supvr.	WP Operator, Lead	WP Operator, Senior	WP Operator, Junior	Proofreader
New England ME, VT, NH, MA, CT, RI	374	275	246	236	214	175	167
Middle Atlantic NY, PA, NJ	456	309	307	232	212	189	208
South Atlantic WV, MD, DE, VA, NC, SC, GA, FL, DC	378	281	286	218	196	186	294
East North Central WI, MI, IL, IN, OH	419	321	283	246	223	182	282
East South Central KY, TN, MS, AL	298	256	201	225	208	173	231
West North Central ND, MN, SD, NB, IA, KS, MO	438	286	268	215	196	239	226
West South Central TX, OK, AR, LA	394	257	284	212	196	183	196
Mountain UT, MT, ID, NV, WY, CO, AZ, NM	343	330	267	220	205	175	244
Pacific WA, OR, CA	419	295	294	250	226	198	190

APPENDIX

HITCHCOCK
FOUNDED 1896

Infosystems

America's Leading Information Systems Magazine for Management

HITCHCOCK PUBLISHING COMPANY / HITCHCOCK BUILDING / WHEATON, ILLINOIS 60187 / PHONE 312/665-1000
A subsidiary of American Broadcasting Companies, Inc.

February, 1980

Dear Reader:

For the first time , INFOSYSTEMS is asking its readers to help provide the industry's most comprehensive survey on word processing personnel salaries.

The results will be published in an upcoming issue and will be used by companies throughout the country as a guideline for their compensation programs.

You are the only person from your company we are asking to participate. We would appreciate it if you would take the time to make sure your company is represented. If someone else can better answer our questions, please forward the questionnaire to that person.

YOU and your company CANNOT BE IDENTIFIED as no names appear on the questionnaire to be returned.

Can we count on your participation?

Sincerely,

Raymond S. Winkler
Manager of Research

RSW/nkw

Enclosures

P.S. Before starting, be sure to read all instructions and carefully review the job descriptions provided on the enclosed page.

If you wish to take part in future word processing salary surveys, please check below and return this letter with your mailing label on it.

☐ Yes, please include me in next year's survey.

JOB CLASSIFICATION GUIDE

IMPORTANT: The following job descriptions are to be used as a guide in classifying your word processing personnel. Even though jobs and titles differ greatly from firm to firm, please attempt to match job content as closely as possible. If the variation is too great, do NOT include that employee.

JOB DESCRIPTIONS

Manager of Word Processing (Job No. 01)

Has full responsibility for directing, managing and staffing a word processing center or functional area; accountable for providing training of personnel, researching new equipment and services, maintaining user department liaison, maintaining quality standards, and developing and managing the budget, production reports, and related management information.

Word Processing Supervisor (Job No. 10)

Reporting to the word processing manager, assists in directing, managing and staffing a word processing section or function; assists in providing training of personnel, researching new equipment and services, maintaining user department liaison, maintaining quality standards, and developing and managing the budget, production reports, and related management information.

Word Processing Coordinator or Assistant Supervisor/Manager (Job No. 30)

Responsibilities include coordinating and assigning work on a daily basis, analyzing requirements for specific projects, communicating with users, compiling production statistics, monitoring procedures and recommending changes, typing special projects, proofreading and transcribing, and serving in the supervisor's or manager's absence.

Word Processing Operator, Lead (Job No. 40)

Responsible for the completion of reports, documents, special projects and other material of a complex and/or technical nature for user departments; analyze, create and maintain up-to-date file records using word processing equipment; has minimum of 18 months experience in WP.

Word Processing Operator, Senior (Job No. 41)

Responsible for transcribing dictation from user departments; typing letters and/or forms for various departments by incorporating dictated, hand-written and prerecorded paragraphs to meet various needs; setting up and typing special projects; meeting quality standards; has between six months and 24 months of WP experience.

Word Processing Operator, Junior (Job No. 42)

Entry-level position with limited or no experience; works under direct supervision while being trained, assists higher level job classifications in completing routine work.

Proofreader (Job No. 50)

Proofreads typed material, checking for typographical errors, adherence of text output to text input, spelling, punctuation and grammar; may have responsibility for setting grammar and format guidelines and standards; and assists with training of word processing operators.

Do not write in this space

1-4 _____

5 _____

6-7 _____

INFOSYSTEMS MAGAZINE'S 1ST SURVEY OF WORD PROCESSING PERSONNEL SALARIES

CONFIDENTIAL STUDY

1. Does your company have a word processing operation at this location?

(8)

1☐ Yes, in-house
2☐ Yes, use a word processing service bureau
3☐ Yes, use a time-sharing service
4☐ No, only at other company locations
5☐ No

2. Does your company have a "word processing department"?

(9)

1☐ Yes
2☐ No

3. Which ONE industry BEST describes your company's major type of business?
("X" one box)

(10)

1☐ Advertising, Printing, Publishing
2☐ Banking, Financial
3☐ Educational
4☐ Engineering – Construction
5☐ Govt'l Agencies (Fed., State, City)
6☐ Hospital – Health Care
7☐ Insurance
8☐ Public Utilities
9☐ Retail Sales & Distribution
0☐ Service – Data Processing
-☐ Services – Other than D.P. (Describe below:)

_____

(11)

1☐ Transportation
2☐ Wholesale Sales & Distribution
3☐ Other (Describe below:)

_____

Manufacturing

4☐ Electrical
5☐ Food, Tobacco, Drugs
6☐ Machinery, Metals & Products (Heavy)
7☐ Machinery, Metals & Products (Light)
8☐ All Other Manufacturing

4. How many employees are there in your company who work in word processing? How many total employees does your company have?

_____ In Word Processing (12-14)

_____ Total in Company (15-19)

5. What dollar range comes closest to the TOTAL ANNUAL BUDGET for your word processing operation (including personnel, equipment, supplies and services)?

(20)

1☐ Under $10,000
2☐ $10,000 to $24,999
3☐ $25,000 to $49,999
4☐ $50,000 to $99,999
5☐ $100,000 to $249,999
6☐ $250,000 and over

(please continue . . .)

6. What percentage of your 1979 word processing budget was for:

Personnel?	_____%	(21-23)
Equipment?	_____%	(24-26)
Software?	_____%	(27-29)
Supplies?	_____%	(30-32)
Outside WP Services?	_____%	(33-35)
Other?_____	_____%	(36-38)
TOTAL	100.0%	

7. To whom does the manager of the word processing department report? (Check one)
(39)
1☐ President, Owner, General Manager
2☐ Financial officer
3☐ Director/Manager of Administrative Services
4☐ Director/Manager of Information Systems (MIS, etc.)
5☐ Director/Manager of Data Processing
6☐ Manager of Secretarial Services
7☐ Other (Specify title:) _____

8. How does your company handle word processing? (Check all that apply)

(40)☐ Mag tape typewriter
(41)☐ Mag card typewriter
(42)☐ Electronic memory typewriter
  (43)☐ With one-line display
  (44)☐ With mag card
  (45)☐ With floppy disk
(46)☐ Stand-alone CRT/floppy disk system
(47)☐ Shared logic, multi-work station CRT system
  (48-49)_____ Number of work stations
  (50-51)_____ Number of printers
(52)☐ In-house minicomputer with WP capabilities
(53)☐ In-house mainframe computer with WP capabilities
(54)☐ Other: _____

9. Are you using any of your word processing equipment for remote communications? (Check all that apply)

(55)☐ Yes, for electronic mail/messages
(56)☐ Yes, for transmission of documents
(57)☐ Yes, for transmission of data
(58)☐ Yes, for other: _____
(59)☐ No

10. What is your location?

City_____ State_____ Zip_____

INSTRUCTIONS

A. Before attempting to complete this section, please carefully review the job descriptions enclosed. It is important that similar jobs be placed in the same categories for meaningful comparisons.

B. Please indicate if salaries are weekly, monthly or annually by checking the appropriate box for each job. Hourly wages should be converted to weekly figures. Include only full-time employees.

C. Please indicate the MINIMUM and MAXIMUM ESTABLISHED RANGE for each position. If your firm does not have established ranges for a position, leave that space blank. (The established range does not mean the ranges of the actual salaries paid.)

D. Salary figures should not include bonuses or benefits.

NOTE: Report salaries effective as of March 1, 1980

EXAMPLE:

Word Processing Operator, Lead	40	W ☒ M ☐ A ☐	Min. 250	Rate of Pay $	275	300	325
			Max. 375	No. of Emp.	2	1	1

This example shows that this company has four lead word processing operators whose duties fit the defined job description. Two are paid $275.00 per week, one is paid $300.00 and one $325.00 per week. The established range for this position is $250.00 minimum and $375.00 maximum.

(A) Job Title (21-23)	Job No.	(B) Weekly, Monthly, (27) Annually	(C) Established Ranges	(D) Rate of Pay in Even Dollars And Number of Employees at Each Rate							
Manager of Word Processing	01	W ☐ M ☐ A ☐	(24-28) Min.	Rate of Pay $							
			Max. (29-33)	No. of Emp.							
Word Processing Supervisor	10	W ☐ M ☐ A ☐	Min.	Rate of Pay $							
			Max.	No. of Emp.							
WP Coordinator or Ass't. Mgr./Supervisor	30	W ☐ M ☐ A ☐	Min.	Rate of Pay $							
			Max.	No. of Emp.							
Word Processing Operator, Lead	40	W ☐ M ☐ A ☐	Min.	Rate of Pay $							
			Max.	No. of Emp.							
Word Processing Operator, Senior	41	W ☐ M ☐ A ☐	Min.	Rate of Pay $							
			Max.	No. of Emp.							
Word Processing Operator, Junior	42	W ☐ M ☐ A ☐	Min.	Rate of Pay $							
			Max.	No. of Emp.							
Proofreader	50	W ☐ M ☐ A ☐	Min.	Rate of Pay $							
			Max.	No. of Emp.							

(please continue . . .)

If you have any suggestions on future word processing salary studies, please write them in the space provided. If you would like to send us a copy of your job descriptions for review, please send them to the address below.

Please return this questionnaire in the postage paid envelope to:

RAY WINKLER
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HITCHCOCK PUBLISHING COMPANY
HITCHCOCK BUILDING
WHEATON, ILLINOIS 60187